

**CLASS TITLE: CHIEF, COMPLIANCE AND COLLECTION
DIVISION (RIHEAA)**

**Class Code: 02618300
Pay Grade: 37A
EO: A**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To plan, organize, direct, and review the work of a large staff engaged in executing the debt collection activity for the agency's guaranteed loan program; and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative direction of the Executive Director with wide latitude for the exercise of initiative and independent judgement; work is reviewed for results obtained and conformance with agency policy and pertinent laws and regulations.

SUPERVISION EXERCISED: Plans, organizes, directs and reviews the activities of a technical and clerical staff; reviews work in process or upon completion for satisfactory performance and adherence to existing guidelines.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To plan, organize, direct and review the work of a large staff engaged in executing the debt collection program for the agency's guaranteed loan program.

To serve as the primary advisor to the Executive Director on debt collection matters and to establish guidelines and policies for the efficient management of debt collection activities.

To be responsible for reevaluating inactive delinquent accounts in order to reactivate them or otherwise dispose of them; to determine courses of action in pursuing delinquent accounts, including appropriate civil enforcement methods, imposing tax refund offsets, and the use of distraint.

To conduct staff meetings and conferences with subordinate supervisors in order to convey management goals and objectives and to explain the implementation of policies and procedures.

To contact with attorneys and debt collection agencies, assign accounts and evaluate their performance.

To confer with defaulted borrowers or their authorized agents on unresolved debt collection matters of unusual complexity.

To determine staffing and fiscal requirements and prepare an annual budget based on analysis of workload inventory, projection of case issuance's, and economic conditions.

To be responsible for the preparation of statistical and administrative reports for both agency and the federal government; to review and evaluate the activities of the section and collection agencies in order to measure the effectiveness of collection methods and techniques.

To attend and participate in conferences and projects designed to assist in attaining more efficient debt collection techniques.

To interface with federal and other officials on related debt collection matters and to exchange permissible information, and to work with lenders credit bureaus and service agencies in the pursuit of better collection enforcement.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the principles, practices and provisions of the debt collection laws dealing with borrower liability and the ability to apply such knowledge in planning, coordinating directing and controlling the agency's debt collection program; a

thorough knowledge of student loan laws and regulations, bankruptcy laws, and fair debt collection practices and the ability to apply said knowledge in seeking liens on property for debt collection purposes; a thorough knowledge of the federal and state insolvency laws and proceedings; the ability to coordinate, direct and review the work of a large staff and outside collection agents engaged in debt collection activities; the ability to resolve the most complex and difficult collection matters; the ability to advise a superior on objectives and policies of a collection program; the ability to prepare statistical and administrative reports to reflect the effectiveness of the section's operation; the ability to prepare financial reports and the budget each fiscal year based on workload projections and personnel requirements; the ability to establish and maintain effective working relationships with lenders and borrowers or their designated representatives; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing; and
Experience: Such as may have been gained through: employment in a responsible supervisory position in a government agency or lending institution involving responsibility for supervision of a large staff engaged in collection activities or the enforcement of laws under which debt obligations are assessed and collected.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: August 31, 1986

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